

IN RE: Application of Reliable Services Group, Inc.) ORDER APPROVING
d/b/a Two Men and a Truck to Amend Tariff) TARIFF AMENDMENTS

Upon receipt of the Application, the Commission's Clerk's Office instructed Reliable Services to publish, one time, a Notice of Filing in newspapers of general circulation in the affected areas of the state. The purpose of the Notice of Filing was to inform interested parties of the Company's Application and of the manner and time in which to file the appropriate pleadings for participation in the proceeding. The Company complied with this instruction and provided the Commission with proofs of publication of the Notice of Filing. No protests or petitions to intervene were received.

¹ See Commission Order No. 1998-164 issued in Docket No. 1997-325-T and Commission Order Nos. 2001-1105 and 2016-280 issued in Docket No. 2001-341-T.

By its Application, Reliable Services seeks approval to amend certain rates and to make various changes to other charges and terms and conditions of the Company's current tariff. Reliable Services proposes to modify the Company's current hourly rates for household goods moves as follows:

	<u>Current Rates</u>	<u>Proposed Rates</u>
Rate per two movers, residential	\$110/hour	\$120/hour
Rate per three movers, residential	\$135/hour	\$150/hour
Weekend rate per two movers, residential	\$115/hour	\$130/hour
Weekend rate per three movers, residential	\$140/hour	\$160/hour
Additional movers	\$ 25/hour	\$ 30/hour

Additionally, Reliable Services intends to reduce the cost of its "Full Replacement Value Protection" coverage from 15% of total move cost to 10% of total move cost along with other various modifications.

The South Carolina Office of Regulatory Staff (ORS) completed a review of the proposed tariff and submitted its findings to the Commission on November 14, 2019. ORS's Impact Study revealed that Reliable Services was in compliance with the Commission's rules and regulations at its compliance review on August 8, 2019. Furthermore, ORS advises that Reliable Services is currently in compliance with all filing and reporting requirements, and no consumer complaints have been filed against the Company within the past twelve months.

Lastly, from the comparison report completed by ORS of the tariff modifications proposed by Reliable Services to the South Carolina Tariff Bureau's (SCTB) rates, it appears that the majority of rates proposed by Reliable Services are above the SCTB rates, where a comparison rate is available. Although certain of the proposed rates are

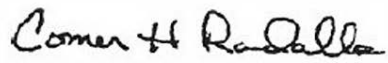
above the SCTB rates, we note that no other parties have filed in opposition to the rates proposed by the Company.

Having considered the Application, the lack of opposition, and the results of the ORS impact study, we conclude that the amended tariff proposed by Reliable Services is just and reasonable for the Company and its customers. Accordingly, the Company's Application to amend its current tariff should be approved.

IT IS THEREFORE ORDERED THAT:

1. The Application of Reliable Services Group, Inc. d/b/a Two Men and a Truck to amend its tariff is approved, subject to compliance with all applicable statutes, rules, and regulations. The approved revised tariff is attached as Order Exhibit 1.
2. This Order shall remain in full force and effect until further order of the Commission.

BY ORDER OF THE COMMISSION:


Comer H. "Randy" Randall, Chairman

ATTEST:


Jocelyn Boyd, Chief Clerk/Executive Director

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REGULATIONS AND SCHEDULE OF CHARGES
APPLICABLE TO
INTRASTATE HOUSEHOLD GOODS MOVES
WITHIN THE STATE OF SOUTH CAROLINA

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CHECK SHEET

Pages 1 through 14 of this tariff are effective as of the date shown.

<u>Page</u>	<u>Revision</u>
1	Fourth Revised
2	Fourth Revised
3	Fourth Revised
4	Fourth Revised
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6	Fourth Revised
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11	Fourth Revised
12	Fourth Revised
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TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper-right corner of the page. Pages are numbered sequentially. New pages may occasionally be added to the tariff. When a new page is added, the page appears as a decimal. For example, a new page added between pages 3 and 4 would be 3.1.
- B. Page Revision Numbers. Page Revision Numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page revision on file with the South Carolina Office of Regulatory Staff. For example, the Fourth Revised Page 3 cancels the Third Revised Page 3.
- C. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
 - 1.
 - 1.1
 - 1.1.1
 - 1.1.1.A.
 - 1.1.1.A.1.
 - 1.1.1.A.1.(a)
 - 1.1.1.A.1.(a)(1)
 - 1.1.1.A.1.(a)(1)(i)
 - 1.1.1.A.1.(a)(1)(i)(1)

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APPLICABILITY OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate household goods moves by Reliable Services Group, Inc. ("Reliable" or "Two Men and a Truck®"). These services are furnished between points and places in South Carolina.

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SECTION 1 - TRANSPORTATION CHARGES

1 Transportation Charges include the hourly rates as listed below.

1.1 Hourly Rates and Charges

Moves will be conducted with a two-hour minimum at the rates listed below, plus a travel charge calculated as follows:

Moves Within a 20-Mile Driving Distance of the Company's Office Location. There will be a 1-hour travel charge for moves where all addresses are within a 20-mile driving distance from our office location.

Moves Beyond a 20-Mile Driving Distance of the Company's Office Location. For moves that contain any address that is beyond a 20-mile driving distance from our office location, the travel charge will be determined on an hourly basis, rounded to the nearest quarter hour.

"Driving distance" will be calculated by reference to "Google Maps" or like mapping service or application.

After the first two hours, the hourly rates are calculated in fifteen-minute increments. Any interim charge is rounded up to the next fifteen-minute increment. If customers cancel within 24 hours of their move, the Company will charge a one-hour minimum fee. The weekend rate will be charged on Saturdays and Sundays.

Customers are not charged an additional fee for overtime labor.

1.1.1 The Hourly Rates follow:

Rate per two movers, residential	\$120/hour
Rate per three movers, residential	\$150/hour
Weekend rate per two movers, residential	\$130/hour
Weekend rate per three movers, residential	\$160/hour
Each additional mover	\$30/hour

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SECTION 2 - ADDITIONAL SERVICES

2 The following charges shall be assessed in addition to the hourly rates quoted in Section 1 of this tariff

2.1 Bulky Article Charges

2.1.1 Reliable does not charge an additional fee for the loading and unloading of bulky articles.

2.1.2 Reliable reserves the right to decline, at its sole discretion, to move particular items because of their bulk or fragile nature.

2.2 Elevator or Stair Carry

Reliable does not charge an additional fee for elevator or stair carry.

2.3 Excessive Distance or Long Carry Charges

Reliable does not charge an additional fee for carrying articles an excessive distance from the motor vehicle.

2.4 Packing and Unpacking

2.4.1 Reliable does not charge an additional fee for packing and unpacking. The packing rate is the same as the hourly rate listed in Section 1.1 plus the market price of packing materials, including sales tax on the materials.

2.4.2 Reliable is not responsible for items packed by the customer. Boxes containing fragile or breakable items must be properly labeled.

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SECTION 2 - ADDITIONAL SERVICES (Cont'd)

2.5 Labor Charges Regular and Overtime

Labor charges are based on hourly rates as listed in Section 1.1. The applicable rate is multiplied by the number of hours.

2.6 Piano Charges

Upright	\$95
Baby Grand/Grand	\$150

2.7 Other Items

Golf Cart	\$150
Fireproof Safe	\$95
Fireproof file Cabinet	\$95

2.8 Pick-Up and Delivery, Extra

Reliable does not charge an additional fee for making additional pick-ups or deliveries after the initial stop.

2.9 Waiting Time

The shipper is charged the rates specified in Section 1.1 for all waiting time or delays not the fault of the carrier.

2.10 Overnight Storage

Overnight Storage of a customer's items on a truck will be charged at a rate of \$300 per night.

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SECTION 2 - ADDITIONAL SERVICES (Cont'd)

2.11 Articles, Special Servicing

The rates and charges in this tariff do not include servicing or unservicing articles or appliances such as freezers, refrigerators, computer equipment, washers, dryers, televisions, and similar articles. Reliable does not disconnect or reconnect the shipper's appliances and articles.

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SECTION 3 - RULES AND REGULATIONS

3

3.1 Claims and Valuation Process

Although our movers will be careful with your possessions, from time to time damages may occur. If damages are caused by our service, we reserve the right to repair or replace any damaged goods at our discretion for like kind and quality. If we determine that damage(s) cannot be repaired, and replacement is not a viable option, customer will be compensated based on the level of coverage chosen, as set forth below.

Valuation is valid while your goods are in the care, custody, and control of Reliable. Our Quality Control team will contact you and begin the damage claim process. The process can include, but is not limited to, onsite evaluation of damage, photo request, and original purchase receipt. If your items are placed in storage, as soon as we release custody, valuation of your items cannot be claimed. If damage is discovered after the movers have completed your move, a claim must be called in to our office within 96 hours of the move.

No damage claims will be honored until the charges for moving services are paid in full. You will be asked to sign a Moving Services Agreement acknowledging this.

3.2 Valuation

Certain items are not covered by the valuation options provided below. These include:

Articles of extraordinary value (antiques, fine art, paintings, statutes and similar items; memorabilia, souvenirs, and collector's items; jewelry, furs, stocks, bonds, and cash).

Ready to Assemble Furniture (made of engineered wood and paper laminate finish, due to the inherent risk and substandard integrity of this type of furniture).

Boxes Packed by Customer. If we pack your boxes, everything in those boxes will be covered. However, if you opt to pack a box yourself, absent any drop damage on the outside of that box, we are not responsible for any breakage within the box.

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SECTION 3 - RULES AND REGULATIONS (Cont'd)

Items with Previous Damage.

Electronics.

All of these items will be released prior to loading.

3.2.1 Standard Valuation

This coverage is free with the customer move. In the event that anything is lost or damaged during the move, you will be reimbursed at \$0.60 per pound per article. That means if an item is damaged or lost, you are entitled to the value of the item or damage up to a *maximum* of the weight of the article times \$0.60 per pound. This value is often less than the actual value of your articles.

3.2.2 Full Replacement Value Protection

This coverage allows the customer to declare the total value of their shipment. If articles are lost, damaged, or destroyed the customer is reimbursed the full value of the goods declared. The cost for this coverage is calculated by multiplying your total move cost by 10%. For example, if your move cost is \$300 your cost for full value protection is \$30.00.

After your claim is received and processed, we will undertake the following to complete the claims process:

First, TWO MEN AND A TRUCK® reserves the right to repair or replace any damaged goods at our discretion for like kind and quality. *We employ or contract with trained professionals in the areas of woodworking, glass, marble, electronics, appliances, etc.*

Second, if we cannot repair the item we will replace it with a similar item of like kind and value.

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SECTION 3 - RULES AND REGULATIONS (Cont'd)

Third, if replacement is not a viable option, we will make a cash settlement for current market replacement value. Market Replacement Value refers to the amount to replace your item according to its current worth. *Keep in mind, depreciation will be based upon original receipt of purchase, and your item could lose its residual value due to wear and tear, depletion, and passage of time.*

3.3 Third-Party Insurance Protection for Items of Extraordinary Value

As set out above, items of extraordinary value are not included in the valuation and protection options provided by the Company. However, you have the option of purchasing insurance from a third-party insurance company, outside of TWO MEN AND A TRUCK®. Before purchasing insurance, check your homeowner's insurance policy to see if you're already covered.

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SECTION 3 - RULES AND REGULATIONS (Cont'd)

3.4 Computing Charges

Reliable's rates are computed by multiplying the applicable hourly rate by the time as provided in Section 1.1.

3.5 Governing Publications

Reliable's rates and charges are governed by the terms and conditions of this tariff, and the Rules and Regulations of the Public Service Commission of South Carolina.

3.6 Storage-in-Transit

Carrier will require payment when a shipment is delivered to a temporary storage warehouse. Charges are calculated as provided in Section 1 and Section 2.10.

3.7 Bill of Lading, Contract Terms, and Conditions

Reliable shall issue and maintain Bills of Lading consistent with Commission Rules 103-58, and 103-159.

3.8 Items of Particular Value

Reliable does not assume any liability whatsoever for documents, currency, money, credit cards, jewelry, watches, precious stones or articles of extraordinary value including accounts, bills, deeds, evidences of debt, securities, notes, postage stamps, stamp collections, trading stamps, revenue stamps, letters or packets of letters, alcoholic beverages, firearms, coin collections, articles of peculiarly inherent or intrinsic value, precious metals or articles manufactured therefrom. Reliable will not accept responsibility for safe delivery of such articles if they come into Reliable's possession with or without Reliable's knowledge.

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